

FIG. 1

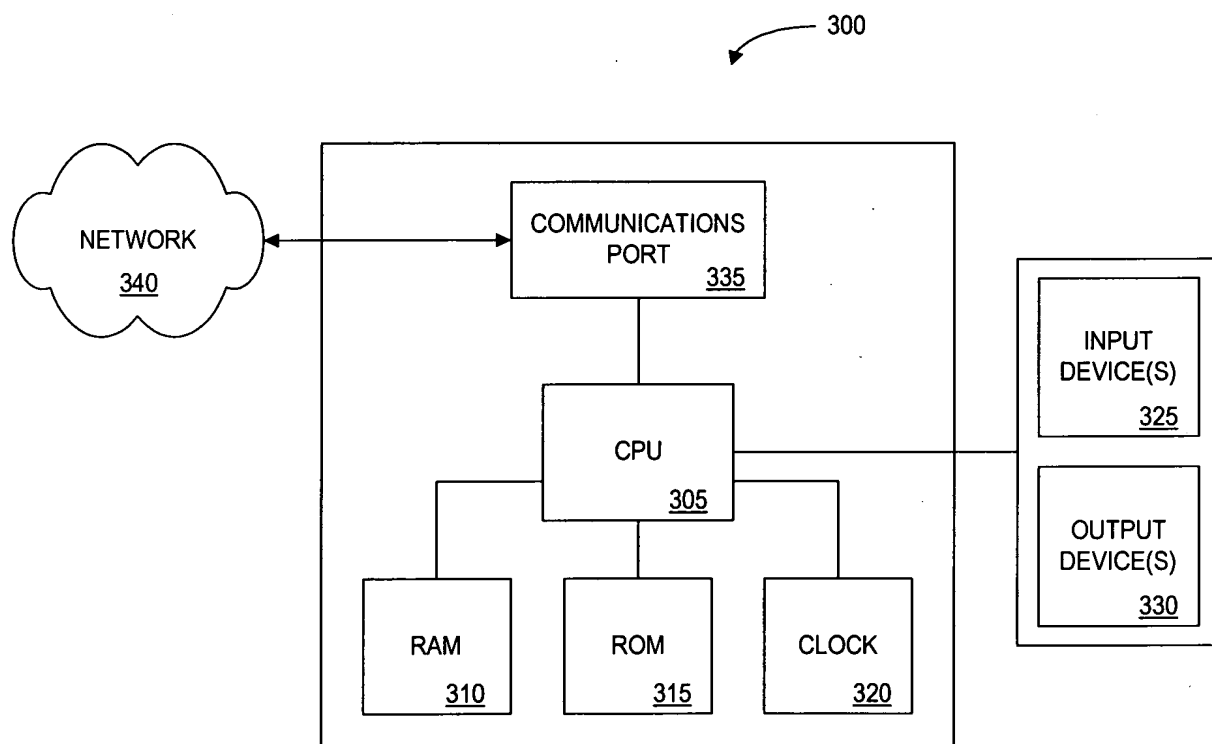


FIG. 3

230

| USER IDENTIFIER 410 | USER RATING 420 | ACCOUNT BALANCE 430 |
|---------------------------|-----------------------|---------------------------|
| BSMITH | 0 | - \$39.95 |
| SJOHNSON | 8 | + \$498.60 |
| RMARTIN | 7 | + \$192.55 |

FIG. 4

245

| TASK IDENTIFIER 605 | SHIFT 610 | USER IDENTIFIER(S) 615 | STATUS 620 | PERFORMANCE RESULTS 625 |
|------------------------|---------------------------------|----------------------------|---------------|---|
| 12345 | 1/1/98 12:00 AM - 3:00 AM | RMARTIN SGAVIN DBYRD | COMPLETED | - ALL TEST COMMUNICATIONS POSITIVE - NO EMERGENCIES |
| 12345 | 1/1/98 3:01 AM - 6:00 AM | SJOHNSON | IN PROGRESS | - FAILURE TO RESPOND TO TWO TEST COMMUNICATIONS |
| 12346 | 1/2/98 9:00 AM - 5:00 PM | RMARTIN | N/A | N/A |

FIG. 6

250

| TASK IDENTIFIER 705 | TEST COMMUNICATION 710 | TEST COMMUNICATION INTERVALS 715 | REQUIRED RESPONSE TIME 720 | REQUIRED RESPONSE 725 |
|------------------------|--|-------------------------------------|-------------------------------|--------------------------|
| 12345 | C:/TESTCOM/12345/CLIP1 ("STAGED EMERGENCY") | RANDOM | 10 SECONDS | CLICK 911 BUTTON |
| 12346 | C:/TESTCOM/12346/ QUESTIONSET1 ("QUESTIONS") | EVERY 5 MINUTES | 15 SECONDS | CORRECT ANSWER CHOICE |

FIG. 7

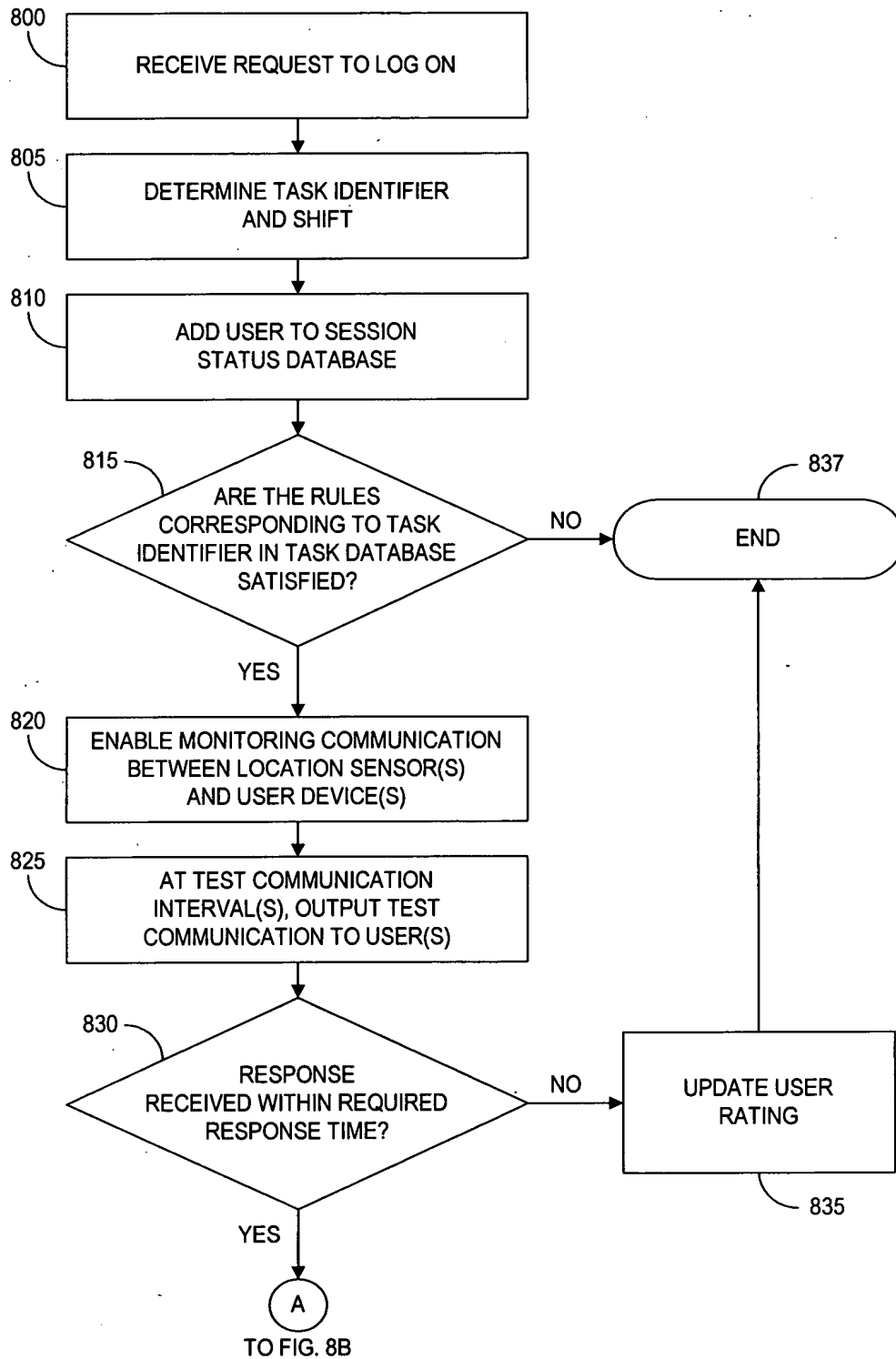


FIG. 8A

FIG. 8B

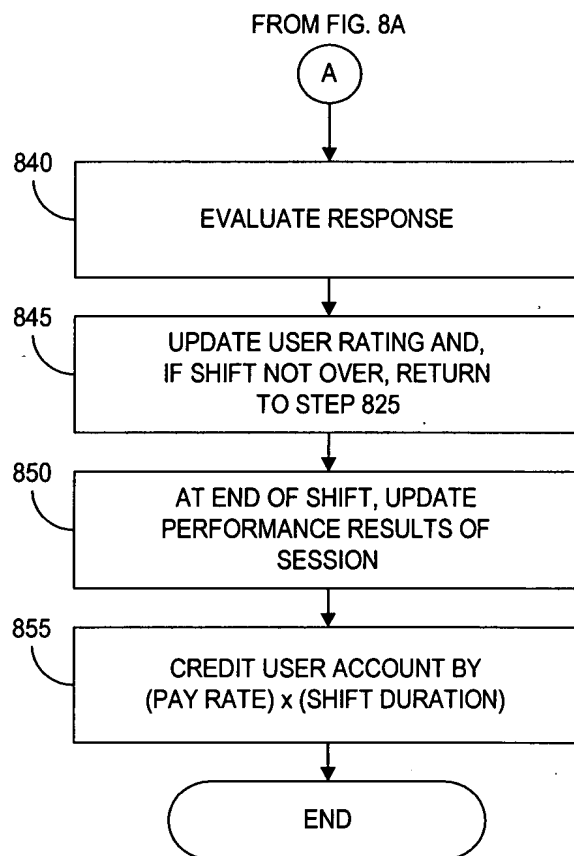


FIG. 8B

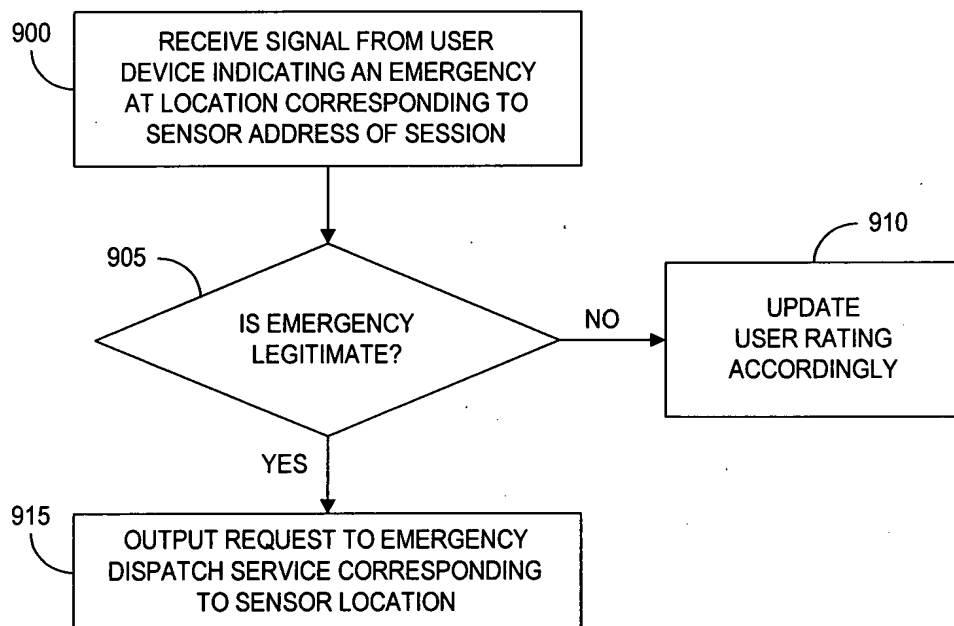


FIG. 9